

ABSTRACT

SRI MEVITHA PUTRI PAKAYA. Quality of Service for Management of Job Seeker Cards (AK-1) at the Office of labor and Transmigration, Gorontalo Regency. Supervised by MUH. FIRYAL AKBAR as supervisor 1 and SAKBIR as member.

This research aims to determine the Quality of Service for the Management of Job Seeker Cards (AK-1) at the Department of labor and Transmigration, Gorontalo Regency. This type of research uses a qualitative approach with descriptive research. The results are based on research findings that the service for obtaining a job seeker card (AK-1) at the Office of Manpower and Transmigration of Gorontalo Regency is not of good quality. Of the five indicators used as instruments, it shows that there are only two indicators that are considered to have been fulfilled, namely the reliability indicator seen from the accuracy and accuracy of the officers in the process of printing the job seeker card (AK-1) produced, and the assurance indicator seen when the applicant takes care of the job seeker card (AK-1) there is no charge. The other three indicators are considered unfulfilled, namely tangibles, responsiveness, and empathy. Judging from the inadequate condition of the facilities, the staff's low response to the applicant when applying for a job seeker card (AK-1) and the officers being unfair in providing services.

Keywords: Quality, Public Service, Card, (AK-1)

ABSTRAK

SRI MEVITHA PUTRI PAKAYA. Kualitas Pelayanan Pengurusan Kartu Pencari Kerja (AK-1) di Dinas Tenaga Kerja dan Transmigrasi Kabupaten Gorontalo. Dibawah bimbingan MUH. FIRYAL AKBAR sebagai pembimbing 1 dan SAKBIR sebagai pembimbing 2.

Penelitian ini bertujuan untuk mengetahui Kualitas Pelayanan Pengurusan Kartu Pencari Kerja (AK-1) di Dinas Tenaga Kerja dan Transmigrasi Kabupaten Gorontalo. Jenis penelitian ini menggunakan pendekatan kualitatif dengan penelitian deskriptif. Hasil penelitian berdasarkan temuan penelitian bahwa pelayanan pengurusan kartu pencari kerja (AK-1) di Dinas Tenaga Kerja dan Transmigrasi Kabupaten Gorontalo belum berkualitas. Dari kelima indikator yang dijadikan sebagai instrumen menunjukkan bahwa hanya ada dua indikator yang dianggap sudah terpenuhi yaitu indikator kehandalan (*reliability*) dilihat dari kecermatan dan ketepatan petugas dalam proses pencetakan kartu pencari kerja (AK-1) yang dihasilkan, dan indikator jaminan (*assurance*) dilihat pada saat pemohon mengurus kartu pencari kerja (AK-1) tidak dipungut biaya. Adapun tiga indikator lainnya dianggap belum terpenuhi yakni bukti fisik (*tangibles*) daya tanggap (*responsiveness*), dan empati (*empathy*). Dilihat dari kondisi sarana yang belum memadai, rendahnya respon petugas terhadap pemohon pada saat mengurus kartu pencari kerja (AK-1) dan petugas kurang adil dalam memberikan pelayanan.

Kata Kunci: Kualitas, Pelayanan Publik, Kartu, (AK-1)